SIB 65 17 19 2019-09-19

# HU-H3 MGU HEAD UNIT DOES NOT START, CID REMAINS BLACK

## MODEL

| E-Series | Model Description | Production Date |
|---|---|---|
| G05 | X5 Sports Activity Vehicle | From July 1, 2018 thru August 30, 2019 |
| G07 | X7 Sports Activity Vehicle | |
| G12 | 7 Series Sedan | |
| G15 | 8 Series Coupe | From October, 2018 thru August 30, 2019 |
| G14 | 8 Series Convertible | From November, 2018 thru August 30, 2019 |
| G20 | 3 Series Sedan | |
| G29 | Z4 Roadster | |

## SITUATION

If the ignition is briefly switched off and without the vehicle entering sleep mode-

- The MGU (Media Graphics Unit) head unit does not start
- The CID display remains black
- No navigation display or audio channels appear in the Instrument Cluster

After an ignition terminal change, during which the vehicle enters sleep mode, all components resume proper functionality.

## CAUSE

Software error in the Head Unit High (HU-H3) MGU (Media Graphics Unit).

## CORRECTION

- For vehicles at an Integration level lower than S18A-19-07-547: Program the vehicle with ISTA 4.19.x (released early September 2019) or a more recent version
- For vehicles at I-Level higher than S18A-19-07-547, submit a TSARA TeileClearing (TC) case for support

## PROCEDURE

Connect to ISTA and read out I-level of the vehicle.

- For vehicles at I-Level lower than S18A-19-07-547: Program the vehicle with ISTA 4.19.x or a more recent version
- For vehicles at I-Level higher than S18A-19-07-547, submit a TSARA TeileClearing (TC) case for support

**Always connect a BMW-approved battery charger/power supply** (SI B04 23 10).

## PARTS INFORMATION

A part exchange does not provide a solution in this case and is therefore not permitted unless approved by TC.

## WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

| | | |
|---|---|---|
| **Defect Code:** | **6512580200** | **Head Unit High HU-H (Nav Professional) software error / internal device fault** |
| | | |
| | | |

| Labor Operation | Description | Labor Allowance |
|---|---|---|
| 00 00 006 | Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work) | Refer to AIR |
| Or: | | |
| 00 00 556 | Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work) | Refer to AIR |
| And: | | |
| 61 21 528 | Connect an approved battery charger/power supply (indicated in AIR as Charging battery) | Refer to AIR |
| And: | | |
| 61 00 730 | Programming/encoding control unit(s) | Refer to AIR |
| | | |

And, additionally for the:

**e-Vehicles**

| Labor Operation | Description | Labor Allowance |
|---|---|---|
| 61 25 910 | Recharging high-voltage battery unit (to high voltage charging socket) | Refer to AIR |

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.
Refer to AIR for the corresponding flat rate unit (FRU) allowances.
During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.
**Programming and Encoding - Vehicle Control Units**
The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur during this programming procedure:
Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.
Please explain this additional work (The why and what) on the repair order and in the claim comments section.
For control module failures that occurred prior to performing this programming procedure:
When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.

**Other Repairs**

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis with separate punch times).